

Former travel agent fined \$36,000 for consumer law breaches ...

[Emma Koehn](#) / Wednesday, April 12, 2017

A former Queensland business owner has been ordered to pay \$36,000 after pleading guilty to 139 charges related to making false and misleading representations and failing to supply services paid for by consumers.

The Queensland Office of Fair Trading (OFT) said in a statement Joanne Margaret Day, director of liquidated company **Getaway Escapes Pty Ltd**, was issued the penalties last week for breaching consumer law after the Southport Magistrate's Court heard Getaway Escapes cold-called consumers offering discounted flights and accommodation, but failed to disclose some accommodation purchases **were required to access certain discounted flight fares**.

The court also heard the company failed to pass on payments to providers and confirm booked stays with those providers prior to customers arriving.

In 2016 Getaway Escapes was taken to the Federal Court by the Australian Communication and Media Authority (ACMA) for breaching the nation's Do Not Call Register, and in June 2016 was ordered to pay \$325,000 for breaching the code.